

REMARKS

This paper is presented in response to the final official action dated July 18, 2006, in which (i) claim 58 was objected to due to an informality, and (ii) claims 58-66 were rejected under 35 U.S.C. §103(a) as being unpatentable over Chang et al. U.S. Patent No. 5,958,016 (“Chang”).

Claims 41-57 have been withdrawn from consideration, and claims 59 and 60 have been canceled, leaving claims 58 and 61-66 at issue.

I. Summary of Claim Amendments

Independent claim 58 has been amended to incorporate the subject matter of now-cancelled dependent claims 59 and 60. Accordingly, no new matter has been added.

The foregoing amendments are proper under 37 C.F.R. §1.116 and should be entered because (1) each rejection has been overcome or rendered moot by the foregoing amendments, thereby placing the application in condition for allowance, and (2) the amendments do not present new issues requiring further consideration or search.

II. Claim Objection

The informality noted in the objection to claim 58 has been addressed in the foregoing complete listing of claims. The erroneous underlining of a semi-colon was an artifact of a prior paper, and has been removed from the listing of claims.

III. Claim Rejections

As noted above, claims 58 and 61-66 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Chang. In response, the applicants respectfully submit that claims 58-66 recite patentable subject matter over Chang for the reasons set forth below.

Reconsideration and withdrawal of the claim rejections are respectfully requested, as the applicants submit that a prima case of obviousness has not been established for two reasons, either of which, standing alone, is sufficient to overcome the claim rejections. The applicants accordingly traverse the art-based rejections on at least the following grounds.

As set forth in MPEP §2142, three basic criteria must be met to establish a prima facie case of obviousness. First, there must be some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the

art, to modify the reference or to combine reference teachings. Second, there must be a reasonable expectation of success. Finally, the prior art references must teach or suggest all of the claim limitations.

Claim 58, as amended, and, by implication, dependent claims 61-66 specify a method of providing integrated information service in which, after successful authentication and authorization, an application processing module is selected for a service request, where (i) the application processing module includes basic application modules, each including an application selected from the group consisting of www, email, ftp, news, chat, facsimile, voice hot line and user call center, and (ii) the application processing module further includes a module for an outsourced application from a business service provider, the outsourced application being directed to WWW main server outsourcing, enterprise customer service center outsourcing, or security exchange service outsourcing.

A. Chang fails to teach or suggest all of the claim limitations

It is respectfully submitted Chang neither discloses nor suggests selecting an appropriate application processing module for a service request, much less an application processing module that includes (i) basic application modules, each including an application selected from the group consisting of www, email, ftp, news, chat, facsimile, voice hot line and user call center, and (ii) a module for an outsourced application from a business service provider, the outsourced application being directed to WWW main server outsourcing, enterprise customer service center outsourcing, or security exchange service outsourcing.

Exemplary types of service requests for which an appropriate application processing module may be selected in accordance with the claimed method thus include a www application service request, an email application service request, a news application service request, a chat application service request, a facsimile application service request, a voice hot line application service request, and a user call center application service request.

In contrast, Chang discloses a telephone subscriber support system that provides a customer interface for managing a single type of service, i.e., telephone services. To that end, Chang provides a web page interface for subscriber access to control of intelligent network telephone services. More specifically, the interface enables subscribers surfing the web to access the telephone network and thereby control their telephone services (see, e.g., Chang, col. 4, lines 45-58). In this way, the subscribers in Chang merely provide control data

via the web page interface rather than service requests, as required by claim 58 (see, e.g., col. 5, lines 24-32).

More significantly, with only the telephone services being controlled, an application process module appropriate for the service request is not selected in the telephone subscriber support system of Chang. After receiving the control data, the communication network described by Chang only needs to forward the control data, rather than select an appropriate service provider or application processing module corresponding to the type of service request, as required by claim 58. Indeed, there is no need for the communication network in Chang to select an appropriate management system, service provider, or application processing module, for processing the control data, because the control data sent by the subscribers in Chang is primarily of one kind, i.e., data used for controlling the telephone services for the subscribers.

With only the telephone services being controlled, Chang also fails to disclose an application processing module that includes basic application modules, each including an application selected from the group recited in claim 58 (i.e., applications for www, email, news, chat, etc.).

For at least the foregoing reasons, it is respectfully submitted that Chang fails to teach or suggest a method where an appropriate application processing module is selected for a service request, as recited in claim 58, much less an application processing module having basic application modules, as recited in claim 58. It follows that the cited art fails to teach or suggest each of the claim limitations of claim 58 and, by implication, claims 61-66 dependent thereon. The applicants accordingly submit that a prima facie case of obviousness has not been established.

B. The requisite suggestion or motivation to modify Chang is lacking

The cited art fails to provide the requisite suggestion or motivation to modify the telephone subscriber support system of Chang, as the control data in Chang is of primarily the same type. With only the control data being input, there is no need for the communication network in Chang to select an appropriate application processing module for the service request, let alone an application processing module having basic application modules, as recited in claim 58. It follows that Chang fails to suggest the desirability of selecting an appropriate application processing module for a service request, as recited in claim 58.

For at least the foregoing reasons, it is respectfully submitted that a suggestion or motivation to modify the cited art has not been provided. The applicants accordingly submit that a prima facie case of obviousness has not been established for this reason as well.

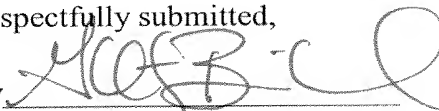
IV. Conclusion

For the foregoing reasons, it is submitted that pending claims 58 and 61-66 are allowable over the cited reference, and an indication to that effect is solicited.

Should the examiner wish to discuss the foregoing or any matter of form in an effort to advance this application toward allowance, he or she is urged to telephone the undersigned at the indicated number.

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Respectfully submitted,

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